

CL-10319792-4532

2010 MAR -9 AM 8:14

EXECUTIVE SECRETARIAT

March 1, 2010

2010 MAR -8 P 3:38

Volvo Recall Advisory P29075 Reimbursement
c/o The Advertising Checking Bureau, Inc.
PO Box 1919
Memphis, TN 38101

RECEIVED - NHTSA

To Whom It May Concern:

Please see attached copies of the Recall Notice and my repair invoice for fuel pump replacement/repair on my 2001 Volvo S60 VIN: YV1RS53D61 [REDACTED]

My vehicle was leaking fuel and had to be towed to the shop due to the danger presented when driving. I am requesting reimbursement in the amount of \$980.58.

My mailing address is:

[REDACTED]

Columbia, TN [REDACTED]

I can be reached via phone at: 615-578-1197 or email at: magen.macdougall@gmail.com

Thank you,

[REDACTED]

Enclosures: Copy of invoice from EuroFix for work performed. (2 pages); copy of Recall Notice (2 pages).

CC:

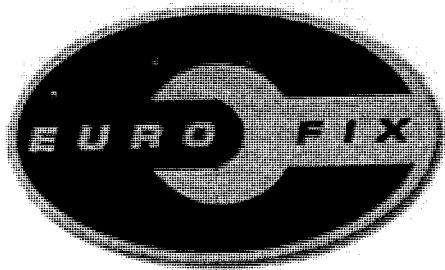
Administrator

National Highway Traffic Safety Administration

1200 New Jersey Ave. SE

Washington, DC 20590

ET
03/01/10
TRW



EUROFIX

104 Southeast Parkway Suite 800
Franklin, TN 37064
Phone 615-591-2475
Fax 615-591-3871
www.eurofixonline.com

INVOICE: 018519 02/25/10

[Redacted]
Columbia, TN [Redacted]

Customer ID# : 9059

001 Volvo - S60

VIN YV1RS53D6120 [Redacted]

License:

Odometer 109,367 Unit:

FUEL LEAK

The fuel pump assembly was found to be faulty and was leaking.
The fuel tank was dropped and a new pump assembly installed.

Quantity	Part Number	Part Description
1.00	9141498	SEAL RING, FUEL PUMP/TANK SENDER
1.00	1 582 980 138	Fuel Pump Assembly

Job Subtotal: \$ 805.12

TOWING

TOWING

Job Subtotal: \$ 60.00

CHECK ENGINE LIGHT

Found error code for faulty engine coolant temperature sensor.
\$269.08

Job Subtotal: \$ 0.00

RECOMMENDATIONS

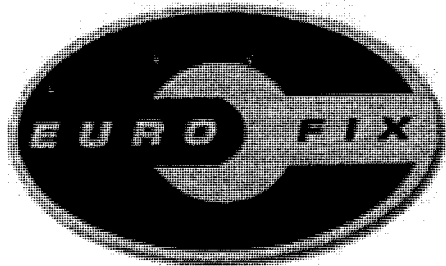
The timing belt is over due and should be replaced. Also recommend water pump:
\$816.87

The front sway bar links have excessive play and may need to be replaced soon.
\$242.68

The LH front inner tie rod is loose and should be replaced soon: \$274.49

The front control arm bushings are showing some cracks and may need to be replaced: \$633.80

Job Subtotal: \$ 0.00



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INVOICE: 018519 02/25/10

[REDACTED]
[REDACTED]
Columbia, TN [REDACTED]
[REDACTED]

Customer ID# : 9059

001 Volvo - S60

VIN YV1RS53D612 [REDACTED]

License:

Odometer 109,367 Unit:

Sublet:	\$60.00
Shop Sup.:	\$32.44
HazMat:	\$0.00

Tax:	\$83.02
Total:	\$980.58
Bal. Due:	\$0.00

Payments
Visa - \$980.58

_____, the registered owner, hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle herein described on street, highways or elsewhere for the purpose of testing and/or completion of repairs. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs, storage, and any legal fees thereto. I agree to pay costs of any attorney / agent / agency for collection of fees. Payment is due at completion of work. Any returned check is subject to a \$35.00 charge. All past due accounts are subject to a 1.5% monthly late fee.
Warranty on parts and labor is prorated for 3 years or 36,000 miles, whichever comes first. Ask service advisor for further warranty policy details

which are a result of a fuel pump failure (smell and/or fuel seepage) will be performed at no charge at a Volvo authorized retailer.

If your vehicle does not experience any of these conditions, no further action is required by you at this time, and you should wait for the next customer notification letter from Volvo informing you that parts for your vehicle are available.

How long will this repair take?

This procedure will be completed at no cost and will take approximately 3 hours. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

Reimbursement for a previously paid for repair:

If you previously paid to have this corrective action performed, you may be eligible for a refund. Send your **repair order** with a **copy of this letter** (retaining a copy of both for your records) to:

Volvo Recall Advisory P29075 Reimbursement
c/o The Advertising Checking Bureau, Inc.
P.O. Box 1919
Memphis, TN 38101

To avoid delays do not send this information to any other location.

The repair order must show that you previously paid for fuel pump servicing, and include the amount you paid, the date of payment, your name, address, and vehicle identification number (VIN).

Customers can call 866-637-3774 to check on the status of their claim.
Please allow 8 weeks for reimbursement.

Please contact:

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Care Center at 1 Volvo Drive, Rockleigh, NJ 07647 or phone 1-800-433-8263, Monday through Friday, 8:30 A.M. to 5:00 P.M. Eastern Time. You may also e-mail us at customercare@volvoforlife.com.

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge and within a reasonable period of time (which is not longer than 60 days), you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave SE, Washington, DC 20590 or call the toll free hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www/safecar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Your safety and continued satisfaction with your Volvo and the Volvo organization are very important to us. We apologize for any inconvenience this may cause and we appreciate your cooperation.

Sincerely,



Mike Assainte
Manager, Customer Support



Columbia, TN



NASHVILLE TN 372

03 MAR 2010 PM 37



Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
Washington, DC 20590

